

LifeLine contacts received and closed by CAB during the month of June 2018

Section I - Phone LifeLine Contacts Appeals and Billing Contacts by Subcategory

LifeLine Phone Contacts in CAB													
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Received and closed¹	100	75	88	75	96	98	68	78	50	115	141	144	155
LifeLine Appeals Subcategories													
LL Customer Did Not Return Form	2	1	3	1	1	0	2	0	0	4	5	5	6
LL Documents Not Provided/Does Not Meet Guidelines	1	0	0	1	1	0	0	0	0	0	1	0	1
LL Form Complexity	9	7	9	6	5	5	3	10	6	11	16	19	17
LL IDV Identity Verification	0	0	0	0	0	1	1	2	0	3	7	8	7
LL Initials Missing	0	0	0	1	1	0	1	0	0	0	1	0	1
LL No Carrier Authority	0	0	1	0	0	3	1	1	0	5	1	0	0
LL Nondeliverable	1	0	0	0	0	3	0	1	0	2	0	0	0
LL Policy/Practices	54	41	46	29	49	52	40	37	17	51	70	62	62
LL Privacy	0	0	0	0	0	0	0	0	0	0	0	0	0
LL Qualifying Method Not Selected	0	0	0	0	0	0	0	0	0	0	0	0	0
LL Signature/Printed Name Does Not Match/Missing	2	0	0	0	0	0	0	0	0	1	2	0	2
LL SSN/DOB/Tribal ID Not Provided	0	0	0	0	0	0	1	0	0	0	0	0	2
LL Tribal	1	0	0	0	0	0	0	0	0	0	0	0	0
LL TTY	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Appeals	70	49	59	38	57	64	49	51	23	77	103	94	98
LifeLine Billing Subcategories													
LLB Address Error	2	4	2	0	1	2	0	1	2	1	2	1	3
LLB Application Request	2	3	5	3	4	3	2	4	2	4	2	4	9
LLB Approved for Discount	7	3	1	12	9	5	3	6	4	8	6	15	6
LLB Discount Switched to Other Carrier	2	2	1	3	9	6	4	3	4	7	9	12	17
LLB Federal Program/Equipment	17	14	19	19	16	18	9	13	15	17	19	18	22
LLB New Phone Service Not LL Eligible	0	0	0	0	0	0	1	0	0	0	0	0	0
Total Billing	30	26	28	37	39	34	19	27	27	37	38	50	33
LifeLine Freeze Subcategories ⁴													
LLF Address Change	0	0	0	0	0	0	0	0	0	0			
LLF Enrollment Freeze	0	0	0	0	0	0	0	0	0	0			
LLF Failure to Provide Service	0	0	1	0	0	0	0	0	0	1			
LLF Federal Violation	0	0	0	0	0	0	0	0	0	0			
LLF Late Fees	0	0	0	0	0	0	0	0	0	0			
LLF State Violation	0	0	0	0	0	0	0	0	0	0			
Total Freeze	0	0	1	0	0	0	0	0	0	1			

Section II - Written LifeLine Contacts Received and Closed by Case Type

LifeLine Written Contacts in CAB	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Received													
LL Appeals (Landline & Wireless) Received	159	118	130	110	112	105	100	134	142	168	184	128	137
LL Billing Received	75	53	64	75	65	57	43	64	67	108	61	66	54
LL Complaints Received	2	3	1	1	4	1	1	2	2	5	1	1	1
LL Inquiries Received	22	21	29	34	24	32	29	24	24	23	12	23	20
LL Assignment Pending	45	35	27	2	24	9	16	34	18	33	35	47	15
LL Enrollment Request Freeze ⁴	0	1	0	0	1	0	0	1	0	0			
LL Discount Transfer Freeze ⁴	0	0	1	0	1	0	0	0	0	0			
Total Written Contacts Received	303	231	252	222	231	204	189	259	253	337	293	265	227
Closed													
LifeLine Appeals Closed	215	147	130	157	115	95	100	139	145	176	177	195	139
Landline Appeals	97	60	64	73	58	40	54	74	107	117	113	128	84
Wireless Appeals	118	87	66	84	57	55	46	65	38	59	64	67	55
LL Billing Closed	64	101	66	73	64	69	59	53	85	88	86	72	67
LL Complaints Closed	0	1	0	0	1	2	0	0	1	2	4	1	1
LL Inquiries Closed	50	36	39	58	20	48	28	37	36	31	25	36	30
LL Enrollment Request Freeze ⁴	1	1	0	1	1	0	0	1	0	0			
LL Discount Transfer Freeze ⁴	0	0	1	0	0	2	0	0	0	0			
LL Unknown ² Closed	0	2	0	0	0	0	1	1	1	0	2	1	2
Total Written Contacts Closed	330	288	236	289	201	216	188	231	268	297	294	305	239

Section III - Written Closed LifeLine Appeals and Billing Contacts by Subcategory

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	June		
LifeLine Appeals (Landline & Wireless)														Denial Overturned ³	Denial Upheld ³	
LL Customer Did Not Return Form	59	50	46	69	49	34	28	38	34	37	41	48	38	0	38	
LL Documents Not Provided/Does Not Meet Guidelines	41	27	22	24	25	22	22	19	21	21	13	20	14	9	3	
LL Form Complexity	6	1	7	8	5	4	3	4	4	9	5	3	8	3	1	
LL IDV Identity Verification	23	9	5	7	6	10	15	45	57	67	83	94	64	30	24	
LL Initials Missing	20	21	15	16	10	16	11	17	10	14	12	9	5	1	4	
LL No Carrier Authority	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LL Nondeliverable	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	
LL Policy/Practices	12	12	6	10	11	2	2	2	7	4	1	4	1	0	1	
LL Privacy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LL Qualifying Method Not Selected	3	0	3	0	0	3	0	1	1	2	2	1	0	0	0	
LL Signature/Printed Name Does Not Match/Missing	41	16	20	14	6	1	10	6	4	15	13	10	5	0	4	
LL SSN/DOB/Tribal ID Not Provided	10	11	6	8	3	3	9	7	6	7	7	6	3	1	2	
LL Tribal	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LL TTY	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total Appeals	215	147	130	157	115	95	100	139	145	176	177	195	138			
LifeLine Billing														VoIP	Wireless	Wireline
LLB Address Error	5	12	5	7	4	7	12	4	7	5	7	2	2	0	1	1
LLB Application Request	22	28	19	25	16	16	11	18	43	47	57	32	32	1	6	25
LLB Approved for Discount	9	21	14	12	15	11	9	11	12	13	6	17	9	0	4	5
LLB Discount Switched to Other Carrier	3	8	7	10	8	17	13	9	10	9	7	7	6	2	3	1
LLB Federal Program/Equipment	25	32	21	19	21	15	14	11	13	14	9	14	18	0	18	0
LLB New Phone Service Not LL Eligible	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0
Total Billing	64	101	66	73	64	69	59	53	85	88	86	72	67			
LifeLine Freeze ⁴																
LLF Address Change	0	0	0	0	0	0	0	0	0	0						
LLF Enrollment Freeze	1	1	0	1	1	0	0	1	0	0						
LLF Failure to Provide Service	0	0	1	0	0	2	0	0	0	0						
LLF Federal Violation	0	0	0	0	0	0	0	0	0	0						
LLF Late Fees	0	0	0	0	0	0	0	0	0	0						
LLF State Violation	0	0	0	0	0	0	0	0	0	0						
Total Freeze	1	1	1	1	1	2	0	1	0	0						

Disclaimer: The LL data provided above is a snapshot in time; that is, there may be slight variations in numbers reported for past periods due to factors including but not limited to cases being reopened and updates to coding based on quality assurance audits.

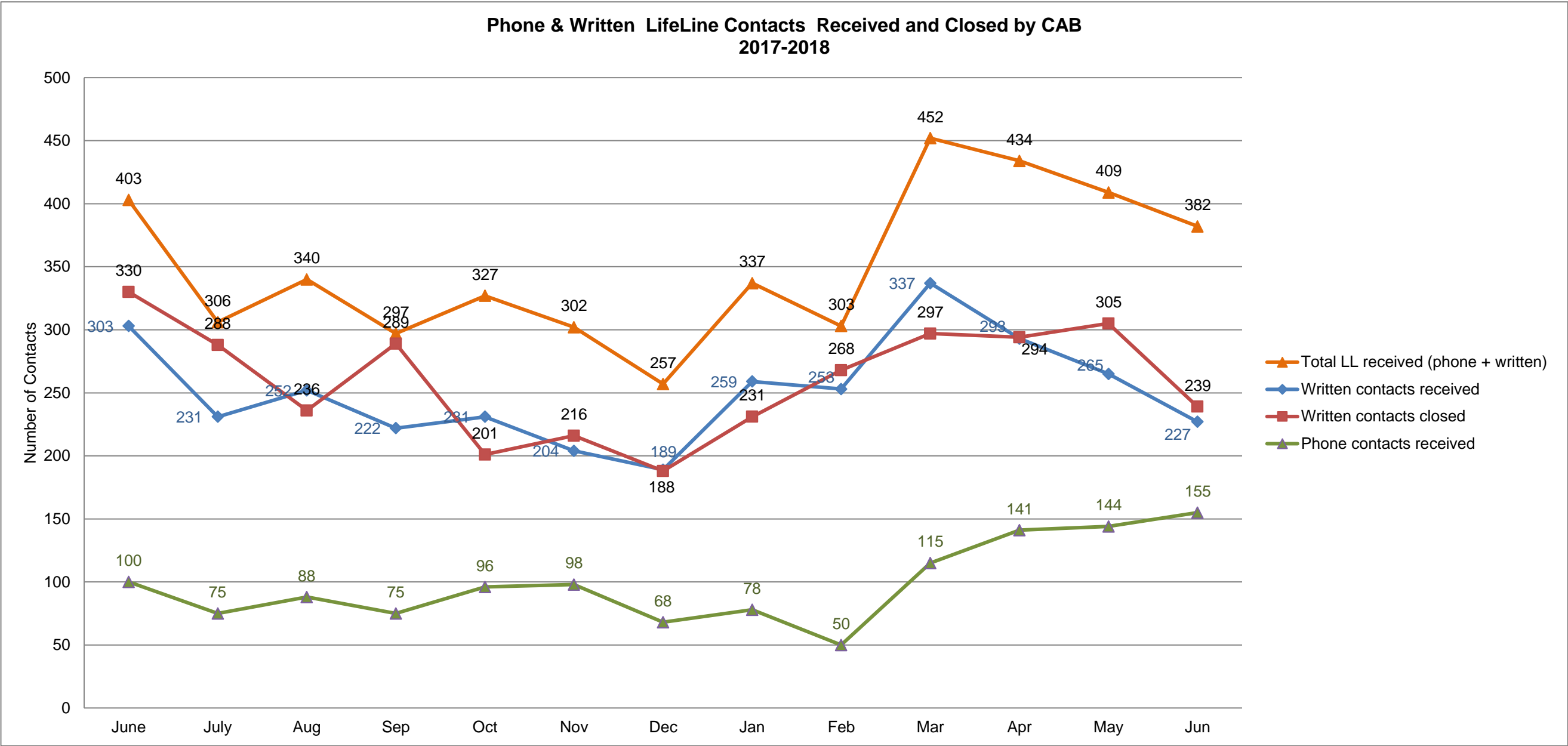
¹ Phone contacts are closed the same day they are received.

² Unknown are cases for which insufficient information is available (e.g. insufficient customer information to identify customer such as no address, a more information letter that received no response), which prevents their specific assignment. These cases are normally closed/autoclosed with a category and/or subcategory of unknown, and/or a disposition of Unresponsive Consumer-More Info Needed.

³ Denial Overturned and Denial Upheld may not add to the total number of cases closed for a particular category as there are other dispositions that might apply, such as Unresponsive Consumer-More Info Needed.

⁴ LifeLine Freeze Case Type and Subcategories have been deactivated to reflect changes in the LifeLine program effective April 1, 2018.

LifeLine Consumer Contacts Received and Closed by CAB - Thirteen months trend



	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Phone contacts received	100	75	88	75	96	98	68	78	50	115	141	144	155
Written contacts received	303	231	252	222	231	204	189	259	253	337	293	265	227
Total LL received (phone + written)	403	306	340	297	327	302	257	337	303	452	434	409	382
Written contacts closed	330	288	236	289	201	216	188	231	268	297	294	305	239